

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:

Case: 08-088

FORMAL COMPLAINT

2008 FEB -4 P 1:27
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Delores Guinn

Against (Utility name):

People Gas Light and Coke Company

As to (Reason for complaint)

May 2006, Gas service was disconnected in my home.

I applied to, Cedar program, October 2006, and approved, with a fee
\$75.00, to restore. This fee, \$75.00, was paid, December 3, 2006.

Service was, "Ludicrous." No heat from, "furnance", restored - Stone & Hot water.

With many call's for lack of heat, letter address to, Hesire' Rogers, March 2007.
in Chicago Illinois. Gas was disconnected, June 2007, along with a

Bill Statement's of, \$2600 and "No Heat for Winter!!"

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

432 W. 59th St. Chgo. IL. 60621

The service address that I am complaining about is

432 W. 59th St. Chgo. IL. 60621

My home telephone is

(312) 315-4597

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(312) 315-4597

My e-mail address is

I will accept documents by electronic means (e-mail) ☐ Yes

☒ No

(Full name of utility company)

People Gas Light and Coke Company

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Illinois Commerce Commission's Rule's, C.H. 1. Sec. 200.150(2)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1. October 17, 2007, applied for, Cedar program again. I, complain to intaker about statement's of gas bill and no heat in my home.
2. People Gas, refuse to turn my service on, until the amount of \$1,228, is paid by me.
3. After speaking with, Ill. Commerce Commission, December 2007, with my story, I received a call from, MONA, service representative, "Gas", Pay \$1,228.00, bill.
Please clearly state what you want the Commission to do in this case:
So have my, "Gas," restored in my home, without a fee. To repair the damage in my home, due to the lack of heat. Frozen H₂O Pipes.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: January 28, 2008
(Month, day, year)

Complainant's Signature: Melones Quinn

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

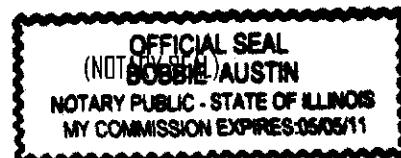
A notary public must witness the completion of this part of the form.

I, Melones Quinn, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Melones Quinn
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) January 29 2008

Bobbie Austin
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

(Con'td)

January 29, 2008

After completing the, Formal Complaint, January 28, 2008, I, then prepared paper's to be notarized and mailed. As, I, dressed to leave, I, heard a steady flow of water running from under the kitchen sink, with a harsh force from a, "Pipe." I, then checked my basement, water was flowing as harsh from a, "Pipe," overhead. A neighbor assisted me and turn off the water. I, paid him, \$20.00, for his service. Item's were purchase at, Home Depot, I've got receipt's along with another "fee" for service

4. Representative, Kay?, from, Gas, has spoken to me at least several time's about the bill and lack of heat.
5. Why should, I, pay for a, \$2,600.⁰⁰, heating bill, when, I, never received more than, "6", hours heat for last winter, due to service men visit's, who would lite the furnace and die out, "One", hour later?
6. December 10, 2007, the meter was removed for an investigation, due to my refusal and complaint's, as stated by, Kay?. Why wasn't the meter tested, November 27, 2006 through April 17, 2007?
7. January 11, 2008, received called from, Kay, "no problem's on the meter."

Helene Quinn